



# AIOps CAN BE A GAME CHANGER BUT *REAL* AIOps SUCCESS REQUIRES A SKILLED, EXPERIENCED PROVIDER

Having too much data is not much different than having too little, or even none at all. The result can be a kind of organizational paralysis that jeopardizes mission success.

Facing — and conquering — the challenge of data-overload is something that information technology (IT) leadership in the U.S. Department of Defense and in other federal agencies knows very well.

But it gets tougher every year.

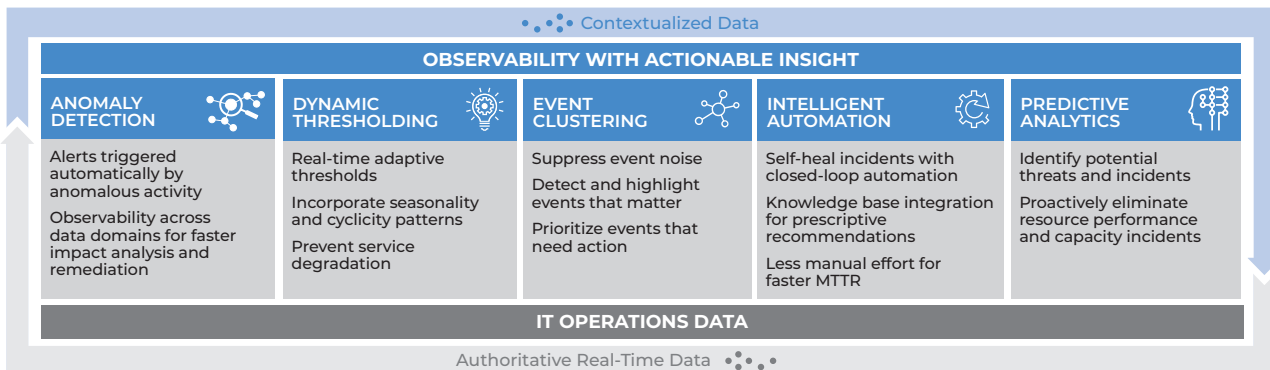


## DATA + DATA = MORE DATA

The sheer volume, variability, complexity and velocity of telemetry data that IT leadership and teams within DoD and the Federal Government are tasked with monitoring, processing, analyzing and managing keeps expanding — and expanding again.

With dynamics like that, even the best-equipped, most highly motivated IT personnel and teams can feel like they're at a breaking point. So where we do go from here?

The answer is **AIOps** — the application of artificial intelligence (AI) and machine learning (ML) to IT operations data to improve observability, automation, and forecasting in ways that help deliver secure, reliable, high performance IT services.



### AIOps EMPLOYS ANALYTIC TECHNIQUES

Making data discoverable, understandable, and actionable for effective, proactive, and predictive IT Operations.

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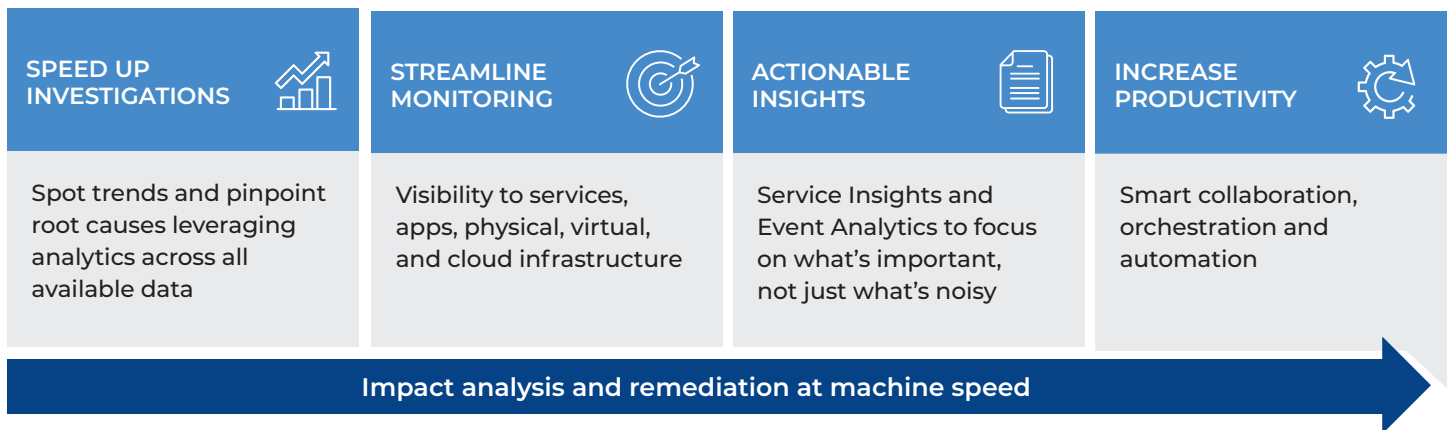
## A GAME CHANGER

AIOps is a game changer for IT leadership and teams within DoD and federal agencies alike – providing actionable insights that improve the agility, accuracy, and efficiency of IT operations. According to Gartner, there is no future of IT Operations that does not include AIOps.

However, it's also important to understand that, as powerful and effective as it can be, AIOps is not a magic wand, a silver bullet, or a cure-all. It takes a skilled solution provider to align mission objectives with analytics provided through AIOps to deliver the highest value.

## AIOps VALUE TO IT OPERATIONS

Discover and act on meaningful insights to run more efficient operations, make better decisions, and support business productivity.



## THE HUNT FOR *REAL* AIOps

AIOps is a rapidly emerging trend with many solution providers, with lots of providers offering some variation of it. But powerful tools work best when placed in skilled, experienced hands.

When AIOps is deployed in ways that don't reflect the *realities of a customer's operating environment and its ongoing mission*, it can end up adding to the customer's data burden, not reducing it.

Here's an example:

**Consider the proliferation of independent program-focused IT services so common in the federal IT marketplace. A federal customer is standing up a new IT service and a contractor is selected.**

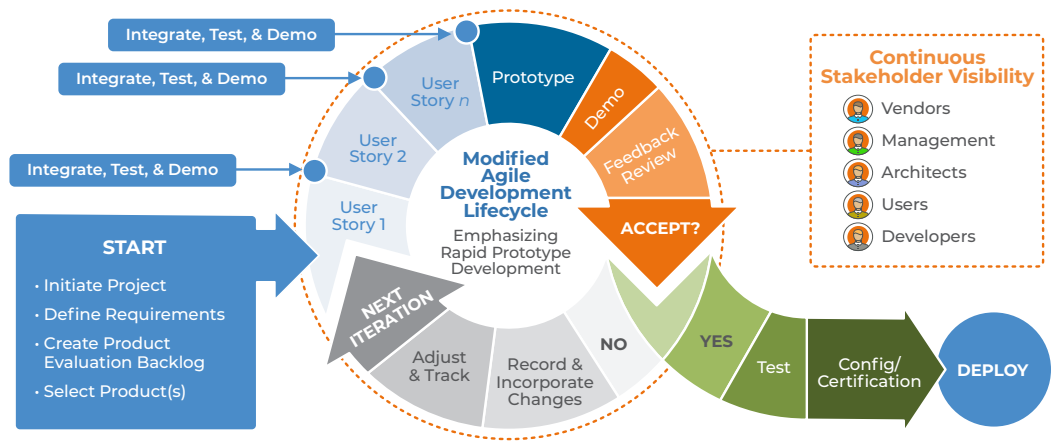
- Tasked with sustaining day-to-day operations for the customer, the contractor brings its own tools and systems and erects its own architectures. So far, so good.
- But, upon closer inspection, what has really happened is that the customer now has yet another, wholly separate, silo of operational data to deal with. And they already had too many as it was.
- The job progresses, contract terms and milestones are met. Everything looks OK.
- Now, in order to ensure service delivery, the customer needs to stitch together all those separate silos of data (including the new one they just acquired) to get to an integrated whole and, by the time they do, new problems and challenges will have emerged.

## THE TECHNICA APPROACH TO AIOps

At Technica, we provide AIOps solutions and/or services, tailored to customers' specific needs, goals, and operational realities to deliver value-focused capabilities.

Your mission, goals and operational realities, no doubt, have some things in common with other federal entities, but they're likely to have a higher number of characteristics that are unique to your organization. AIOps not only recognizes this reality, it thrives on it.

Effectively deployed, with a true understanding of a client's mission and operational realities, our approach to AIOps will make the data across the sprawl of management applications more effective, makes brittle point-to-point integrations nimble, and facilitates intelligent automation for proactive operations. AIOps eliminates clutter, data duplication and noise, and maintenance headaches.



Technica's Agile Technology Evaluation, Capability Development, and Integration Process

## TECHNICA'S APPROACH TO THE DATA PIPELINE AND DATA ANALYTICS

Born in our R&D labs, Technica's Data Science Pipeline enables federal customers to ingest vast amounts of structured and unstructured data and then clean, format, and pre-process that data in preparation for analytics and artificial intelligence algorithms.

Technica provides subject-matter expertise through each element of pipeline transforming data chaos into meaningful insights. If you have the correct data pipeline in place, the AIOps platform plugs into it and on the other side is all the data integration tools. If your AIOps regime isn't making things simpler, clearer, easier – it's not *real* AIOps.

## BRIDGING SILOS OF OPERATIONS

Where there were once silos, AIOps builds bridges to those and connects them to others with whom you want to interact.

This approach makes it possible to discover and act on meaningful insights to run more efficient operations, make better decisions, increase overall productivity, and enables federal agencies to be more predictive of future utilization of resources and capacity.

Our work centers on crafting a utility-based data infrastructure wherein every application has a single outlet that a data provider and consumer can plug into. The data utility infrastructure handles all the translation and scales independently of the data consumers and providers, enabling agility and flexibility as IT solutions and services evolve. Ultimately, customers want to be able to shield their AIOps platform from changes that may occur in other layers — and Technica's AIOps solution delivers that, every time.

However achieving that requires a provider who thinks not just about the universe of data that must be managed, but equally about the data pipelines that deliver it. In summary: AI technology is important, but the data pipeline – and understanding how the data is acquired – is just as important.

**Technica**<sup>®</sup>

WE LISTEN. WE APPLY. WE SOLVE.

At Technica, we know your mission and we know the challenges you face. IT operations volume and complexity of data that needs to be monitored and managed is increasing – everything is virtualized, orgs are spinning up microservices left and right, producing unyielding volumes of telemetry data that needs to be monitored, processed, analyzed and managed. We understand the mission and we're here to help you succeed.

Based in Dulles, Va. with hubs in San Antonio, Texas and Huntsville, Alabama, Technica has more than 20 years' experience in the design and implementation of OSS architectures in the DoD including DISA, JSP and the US Navy.

Let us show you how Technica can support your mission – with *real* AIOps.

## TECHNICA AT A GLANCE

### Mission-Focused Divisions

- Enterprise Services
- Technology Solutions
- Innovative Engineering (IR&D)

### Key Markets

- Defense & Intelligence
- Research & Development
- Cyber Security
- Science & Technology
- Law Enforcement



### Key Customers

- DISA
- Department of Air Force
- Department of Justice/FBI
- Department of NAVY
- Department of State
- Intel Community
- Army Research Laboratory
- DARPA

### Government Small Business Programs

- Wired Telecommunications (NAICS 517311)
- Research & Development (NAICS 541715)

### Core Mission Categories

-  **Cloud Services**
-  **Distributed Computing**
-  **Cyber Security**
  - AI/ML/DL
  - Intelligence at the Edge
-  **Custom Application Development**
  - DevSecOps
  - Agile Software Development

### Certification & Accreditations



**CMMISVC / 3**<sup>SM</sup>  
CMMI@V2.0 / Exp. 2023-04-24 / Appraisal #51073



**CMMIDEV / 3**<sup>SM</sup>  
CMMI@V2.0 / Exp. 2023-04-24 / Appraisal #51073



**Commercial Solutions for Classified Program (CSFC)**



Self-Assessed  
Open Trusted Technology Provider™ V1  
O-TTPS 1.1.1 (ISO/IEC 20242:2016)

### Key Corporate Heritage

- Ethos of “We will find a way, or make one”
- Continuous Investment in the Development of High-End Technical Capabilities
- Technica Labs IR&D Efforts to Extend/Augment Underlying Platforms/Technologies for Mission Needs
- Established Relationships with Leading Edge Technology Vendors
- Highly Certified and Cleared Technical Workforce

### Contract Vehicles

- AF NETCENTS-2 NetOps SB
- FBI IT Triple S BPA
- HHS IAAI ID/IQ
- NASA SEWP V GWAC Contract Number Group D
- GSA MULTIPLE AWARD SCHEDULE
- AF Advanced Battle Management System

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